



POSITION: ADMINISTRATIVE ASSISTANT
DEPARTMENT: Administration
HOURS: 30 (Monday – Friday: 8:30 am – 4:00 pm)

Summary:

Provide administrative support to the Administration Services Department through the completion of various duties or projects such as reception, clerical support, maintaining assigned databases, mail processing and distribution, and coordinating services with various technology vendors.

Essential Duties and Responsibilities include, but are not limited, to the following.

Technology:

- Monitor and follow-up on IT Request Tickets to ensure the timely completion of the request. Act as primary contact for IT needs within the agency.
- Maintain and update respective technology lists regarding assigned end users and devices (i.e. cell phones, Allworx settings, computer hardware, etc.).
- Contact respective vendors (i.e. AT&T, Spectrum, cell phones, etc.) regarding end user setup, changes and system problems.
- Communicate with River Run regarding the monthly active computer count, purchase requests, inquiries regarding printer / computer movement, timelines for completion of service orders, Allworx system and other information.
- Maintain an inventory listing of computer hardware and components (i.e. keyboards, mouse, screens, printers, etc.).
- Coordinate quarterly meetings with River Run.
- Responsible for the timely annual renewal of Docuware's contract.
- Schedule or provide Technical Orientation for new employees.
- Maintain user folder access within RDWeb (i.e. new hires, terminations, position change, etc.).
- Access system to review functioning of inside / outside security camera's.

Reception:

- Operate telephone console to receive and process incoming calls.
- Greet and assist visitors including directing them to their destination.
- Effectively present information and respond to questions from managers, clients, customers, vendors and the public.
- Responsible for making announcements in event of natural disaster and assist Safety & Health Committee in conducting practice fire drills.

Donors:

- Enter donations and maintain donor records by entering and updating donor information (i.e. names, addresses, deceased, etc.).
- Generate donor letters and obtain Executive Director's signature.
- Complete monthly reconciliation of donations with Accountant.
- Obtain approval for and record in-kind donations.

Administration:

- Support the Administrative Services Department by completing various duties or projects, maintaining databases (i.e. employee email/phone lists, etc.), as requested.
- Type memos, compose and prepare correspondence, reports, and other documents for administration.

- Opening of USPS mail, copying, recording and distribution.
- Manage internal and external mail process including preparing outgoing mail by applying postage, putting in mailbox, sorting and distribution, and maintaining postage meter.
- Scan documents for electronic storage and request the shredding of documents by outside vendor.
- Manage volunteer recruitment, orientation and record maintenance.
- Contact photocopier vendor for service, as needed.
- Provide backup of Administrative Assistant essential functions during absences.
- Follow all safety policies and procedures.

Non-Essential Duties

- Other duties or cross training may be assigned to ensure the stability of the program, department or organization.

SUPERVISORY RESPONSIBILITIES: None.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability, physical demands and work environment required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:**

Associate's degree and two years related work experience and/or training; and/or combination of education and experience.

- **Language Skills:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

- **Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratios and percent and to draw and interpret bar graphs.

- **Reasoning Ability:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to deal with several abstract and concrete variables.

- **Computer / Technology Skills:**

Microsoft Outlook, Word and Excel; Internet Explorer; Donor Perfect; DocuWare; Word press; web based technology.

- **Transportation:**

Essential duties typically require a valid WI driver's license, a good driving record, and access an adequately insured vehicle.